



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

October 20, 2009

NVS-216 mec
Ref. # 10286432

Dear [REDACTED]

Thank you for your email concerning a recall notice you received involving your model year (MY) 2003 Hyundai Elantra vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on September 28, 2009.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter, you indicated the difficulty you encountered in locating a dealer in your area to have a recall completed on your vehicle. Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or items of motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge. However, our statute does not require manufacturers to reimburse owners for costs associated with repair or corrective action performed prior to initiating a recall or for any additional costs associated with a safety recall (e.g., repairs not performed by an authorized dealership, lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. Please be advised it is the vehicle owners' responsibility to bring the vehicle to an authorized dealer to have the recall work completed. A manufacturer's recall can only be performed and completed by an authorized manufacturer's dealer or service

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center. We suggest you continue to work with Hyundai's Customer Service. They can be reached at 1-800-633-5151. We regret we cannot assist you further with this matter.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement